



DWD will refer the following clients to FEC who are judged to be good candidates for WIA services: Veterans, Worker Profilers, METP clients, TA Applicants, TA Recipients, PFS clients, Job Corps and Youth.

VETERANS

- ? Complete 175 Referral Form and submit to the designated DWD Supervisor/staff person.
- ? Enter 9002 code (Referred to WIA Services) in Toolbox for tracking purposes.
- ? Enter case note in Toolbox.
- ? Escort client being referred to CDA for WorkKeys Pre-Screen Assessment and eligibility.

Central City

Independence

Northland

Grandview

FEC: CDA Carmen Wilkes
Barbara Bradley
Manager Victor Crawford
DWD: Veteran's Rep ...Robert Williams
Rebecca Bradley
Supervisor Sheran Carter

METP

DWD staff will refer selected METP clients to FEC for possible enrollment.

- ? Complete 175 Referral Form and submit to the designated DWD Supervisor/staff person.
- ? Enter 9002 code (Referred to WIA Services) in Toolbox for tracking purposes.
- ? Enter case note in Toolbox.
- ? Escort client being referred to CDA for WorkKeys Pre-Screen Assessment and eligibility.

DWD Supervisor/staff person will deliver 175 Form to FEC Manager.

Central City

FEC: CDA Dee Burns
Diane Walker
Manager Andrea Robins
DWD: Staff
Supervisor ... Tom Lay

Northland

FEC: CDA Jenna Hall
Betty Filger
Manager Neal Lang
DWD: Staff
Supervisor ... Debby Price

Independence

FEC: CDA Tyrone Yarbrough
Trina Jones
Manager Sharon Hendrix
DWD: Staff
Supervisor ... Jan Winter

Grandview

FEC: CDA ... Carmen Wilkes
Barbara Bradley
Manager Victor Crawford
DWD: Staff
Supervisor ... Sheran Carter

Worker Profilers

DWD staff will refer selected Worker Profiler clients to FEC for possible enrollment.

- ? Complete 175 Referral Form and submit to the designated DWD Supervisor/staff person.
- ? Enter 9002 code (Referred to WIA Services) in Toolbox for tracking purposes.
- ? Enter case note in Toolbox.
- ? Escort client being referred to CDA for WorkKeys Pre-Screen Assessment and eligibility.

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Central City

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Diane Walker
Manager Andrea Robins
DWD: Staff
Supervisor ... Tom Lay

Independence

FEC: CDA Tyrone Yarbrough
Trina Jones
Manager Sharon Hendrix
DWD: Staff
Supervisor ... Jan Winter

Northland

FEC: CDA Jenna Hall
 Betty Filger
 Manager Neal Lang
DWD: Staff
 Supervisor ... Debby Price

Grandview

FEC: CDA Carmen Wilkes
 Barbara Bradley
 Manager Victor Crawford
DWD: Staff
 Supervisor Sheran Carter

PFS

DWD Parents Fair Share Representative will refer selected Non-Custodial Parents delinquent in child support payments to FEC for possible dual enrollment.

- ? Complete 175 Referral Form and submit to the designated DWD Supervisor/staff person.
- ? Enter 9002 code (Referred to WIA Services) in Toolbox for tracking purposes.
- ? Enter case note in Toolbox.
- ? Escort client being referred to CDA for WorkKeys Pre-Screen Assessment and eligibility.

DWD Supervisor/staff person will deliver 175 Form to FEC Manager.

Central City

FEC: CDA Dee Burns
 Diane Walker
 Manager Andrea Robins
DWD: PFS Rep Phillis Carullo
 Maria Brown
 Tom Pisciotta
 Supervisor ... Tom Lay

Independence

FEC: CDA Tyrone Yarbrough
 Trina Jones
 Manager Sharon Hendrix
DWD: PFS Rep Grace Purvis
 Supervisor ... Jan Winter

Northland

FEC: CDA Jenna Hall
 Betty Filger
 Manager Neal Lang
DWD: PFS Rep Phillis Carullo
 Supervisor Debby Price

Grandview

FEC: CDA Carmen Wilkes
 Barbara Bradley
 Manager Victor Crawford
DWD: PFS Rep Kevin Heinrich
 Supervisor ... Sheran Carter

TA Applicants

DWD staff will refer selected TA Applicants to FEC for possible enrollment.

- ? Complete 175 Referral Form and submit to the designated DWD Supervisor/staff person.
- ? Enter 9002 code (Referred to WIA Services) in Toolbox for tracking purposes.
- ? Enter case note in Toolbox.
- ? Escort client being referred to CDA for WorkKeys Pre-Screen Assessment and eligibility.

DWD Supervisor/staff person will deliver 175 Form to FEC Manager.

Central City

FEC: CDA Dee Burns
Diane Walker
Manager Andrea Robins
DWD: Staff
Supervisor ... Tom Lay

Northland

FEC: CDA Jenna Hall
Betty Filger
Manager Neal Lang
DWD: Staff
Supervisor ... Debby Price

Independence

FEC: CDA Tyrone Yarbrough
Trina Jones
Manager Sharon Hendrix
DWD: Staff
Supervisor ... Jan Winter

Grandview

FEC: CDA Carmen Wilkes
Barbara Bradley
Manager Victor Crawford
DWD: Staff
Supervisor ... Sheran Carter

Job Corps

DWD Job Corps Representative will refer selected clients to FEC for possible dual enrollment.

- ? Complete 175 Referral Form and submit to the designated DWD Supervisor/staff person.
- ? Enter 9002 code (Referred to WIA Services) in Toolbox for tracking purposes.
- ? Enter case note in Toolbox.
- ? Escort client being referred to CDA for WorkKeys Pre-Screen Assessment and eligibility.

DWD Supervisor/staff person will deliver 175 Form to FEC Manager.

Central City

FEC: CDA Dee Burns
Diane Walker
Manager Andrea Robins
DWD: Job Corps Rep ... Lynn Atchley
Supervisor Tom Lay

Northland

FEC: CDA Jenna Hall
Betty Filger
Manager Neal Lang
DWD: Job Corps Rep ... Diana Brown
Supervisor Debby Price

Independence

FEC: CDA Tyrone Yarbrough
Trina Jones
Manager Sharon Hendrix
DWD: Job Corps Rep ... Debbie Morrison
Supervisor Jan Winter

Grandview

FEC: CDA Carmen Wilkes
Barbara Bradley
Manager Victor Crawford
DWD: Job Corps Rep ... Rich Bauer
Supervisor Sheran Carter

Youth

DWD staff will refer selected Youth to FEC for possible enrollment.

- ? Complete 175 Referral Form and submit to the designated DWD Supervisor/staff person.
- ? Enter 9002 code (Referred to WIA Services) in Toolbox for tracking purposes.
- ? Enter case note in Toolbox.
- ? Escort client being referred to CDA for WorkKeys Pre-Screen Assessment and eligibility.

DWD Supervisor/staff person will deliver 175 Form to FEC Manager.

Central City

FEC: CDA Dee Burns
Diane Walker
Manager Andrea Robins
DWD: Staff
Supervisor ... Tom Lay

Northland

FEC: CDA Jenna Hall
Betty Filger
Manager Neal Lang
DWD: Staff
Supervisor ... Debby Price

Independence

FEC: CDA Tyrone Yarbrough
Trina Jones
Manager Sharon Hendrix
DWD: Staff
Supervisor ... Jan Winter

Grandview

FEC: CDA Carmen Wilkes
Barbara Bradley
Manager Victor Crawford
DWD: Staff
Supervisor ... Sheran Carter



FEC to DWD Referral Process

FEC to DWD Referral Process for Kansas City & Vicinity and Eastern Jackson County Missouri Career Centers:

VETERANS

1. Veterans enrolled in WIA and/or any Veteran requesting Veterans' services will attend an orientation outlining all services available at the Missouri Career Center. FEC staff will contact the Veterans' Representative or back-up DWD staff (see list below) and will walk with the customer to the Vet Rep's desk, in order to ensure priority of service.
2. All referrals will be documented on FEC's WIA-175 Employment and Training Referral Form (copy attached) and the appropriate FEC supervisor will forward the form to the DWD supervisor at that location.
3. Documentation of this referral will also be made by case note in the customer's Toolbox record.
4. Wagner-Peyser staff will provide core services and will provide information on the ongoing Veterans' workshop held each Monday & Tuesday 9-11 am at 1740 Paseo.

1740 Paseo

Veterans' Representative:	Karen Yarbrough Maria Brown (50/50 Vet Rep and PFS Rep)
Supervisor:	Tom Lay
Backup:	Linda Benz

Independence Career Center:

Veterans' Representative:	Mike Meade, Charlie Cauthon, and George DePriest
Supervisor:	Jan Winter
Backup:	Don Mayfield

Kansas City South Career Center:

Veterans' Representative:	Craig Flem and Rebecca Bradley
Supervisor:	Sheran Carter
Backup:	Diane Sanders

Northland Career Center:

Veterans' Representative: Vince Taibi
Supervisor: Debby Price
Backup: Peggy Bennett

NON-CUSTODIAL PARENTS DELINQUENT IN CHILD SUPPORT PAYMENTS:

1. Customers enrolled in WIA and all other customers who can answer "yes" to the following questions:

- Do you have child support obligation, where current support is due?
- Are you currently unemployed or underemployed?
- Are you 18 years of age or older?
- Do you live in Missouri?

will attend an orientation outlining all services available at the Missouri Career Center. FEC staff will complete a MoRAP in the Customer's Toolbox record and will walk with the customer to the PFS Representatives' desk, ensuring seamless delivery of services.

2. All referrals will be documented on FEC's WIA-175 Employment and Training Referral Form (copy attached) and the appropriate FEC supervisor will forward the form to the DWD supervisor at that location.
3. Documentation of this referral will also be made by case note in the customer's Toolbox record.

1740 Paseo:

Parent's Fair Share: Phillis Carullo (Monday, Wednesday and Friday each week)
Tom Pisciotta (Monday- Friday)
Supervisor: Tom Lay
Backup: Linda Benz

Independence Career Center:

Parent's Fair Share: Grace Purvis
Supervisor: Jan Winter
Backup: Don Mayfield

Kansas City South Career Center:

Parent's Fair Share: Kevin Heinrich
Supervisor: Sheran Carter
Backup: Diane Sanders

Northland Career Center:

Parent's Fair Share: Phillis Carullo (Tuesday and Thursday each week)
Supervisor: Debby Price
Backup: Peggy Bennett

JOB CORPS

1. Any customer identified as being between the ages of 16 to 24 years should be considered for the Job Corps program.
2. These customers will attend an orientation outlining all services available at the Missouri Career Center; WIA partners will determine eligibility for WIA services and will walk with the customer to the Job Corps Screener or backup DWD staff in order to ensure seamless delivery of services.
3. All referrals will be documented on FEC's WIA-175 Employment and Training Referral Form (copy attached) and the appropriate FEC supervisor will forward the form to the DWD supervisor at that location.
4. Documentation of this referral will also be made by case note in the customer's Toolbox record.
5. The Job Corps Screener will ensure that there are packets of information regarding Job Corps at the reception desk in each Career Center - along with his/her business cards - to give to customers when the Screener is not available.

1740 Paseo

Job Corps: Lynn Atchley
Supervisor: Tom Lay
Backup: Linda Benz

Independence Career Center:

Job Corps: Debbie Morrison
Supervisor: Jan Winter
Backup: Don Mayfield

Kansas City South Career Center:

Job Corps: Rich Bauer
Supervisor: Sheran Carter
Backup: Diane Sanders

Northland Career Center:

Job Corps: Diana Brown
Supervisor: Debby Price
Backup: Peggy Bennett

Unemployment Compensation Issues

1. Customers with questions regarding Unemployment Benefits should be referred to appropriate DWD staff or back-up (see list below).
2. All Missouri Career Center staff will be able to provide customers with the local telephone number to contact Unemployment Income staff: 816-889-3101. All UI customers will attend an orientation outlining all services available at the Missouri Career Center and will then be directed to appropriate DWD staff or back-up (see list below).
3. Those customers identified as UI Profilers in the Toolbox record will attend an orientation outlining all services available at the Missouri Career Center and will be directed to appropriate DWD staff or back-up (see list below).
4. Wagner -Peyser staff will ensure that appropriate services are given to all UI customers.

1740 Paseo

Supervisor: Tom Lay
Backup: Linda Benz

Independence Career Center:

Supervisor: Jan Winter
Backup: Don Mayfield

Kansas City South Career Center:

Supervisor: Sheran Carter
Backup: Diane Sanders

Northland Career Center:

Supervisor: Debby Price
Backup: Peggy Bennett

Trade Act

1. Any customer, who is a product of a mass lay-off, where the lay-off was due to foreign imports or exports, might be eligible for the Trade Act program.
2. These customers will attend an orientation outlining all services available at the Missouri Career Center.
3. FEC staff will walk with the customer to the appropriate DWD staff (see list below) to ensure seamless delivery of services.
4. All referrals will be documented on FEC's WIA-175 Employment and Training Referral Form (copy attached) and the appropriate FEC supervisor will forward the form to the DWD supervisor at that location.

1740 Paseo

Supervisor: Tom Lay
Trade Act: Tom Lay
Backup: Linda Benz

Independence Career Center:

Supervisor: Jan Winter
Trade Act: Teresa Habernal
Backup: Ann Buligh

Kansas City South Career Center:

Supervisor: Sheran Carter
Trade Act: Diane Sanders
Backup: Sheran Carter

Northland Career Center:

Supervisor: Debby Price
Trade Act: Peggy Bennett
Backup: Pam Stringer



Missouri Career Center



REFERRAL FORM

One-Stop Operator

NAME: _____ S.S. # _____
ADDRESS: _____ PHONE: _____
CITY, STATE, ZIP: _____
BIRTHDAY: ____/____/____ / PROGRAM SERVICES REQUESTED: _____

REFERRED BY:

AGENCY/CONTRACTOR NAME: _____
ADDRESS: _____
CITY, STATE, ZIP: _____
CONTACT PERSON: _____
PHONE: _____ REFERRAL DATE: _____

REFERRED TO:

AGENCY/CONTRACTOR NAME: _____
ADDRESS: _____
CITY, STATE, ZIP: _____
CONTACT PERSON: _____
PHONE: _____ REFERRAL DATE: _____

CHECK APPROPRIATE OFFICE WHEN APPLICABLE:

- | | | | |
|--------------------------|------------------------------|---|----------------|
| <input type="checkbox"/> | Kansas City (Central) | 1740 Paseo, KC, MO | (816) 471-2330 |
| <input type="checkbox"/> | E. Jackson County | 15301 E. 23 rd St., Independence, MO | (816) 254-3297 |
| <input type="checkbox"/> | Northland | 3100 N.E. 83 rd St., Ste. 1201, KC, MO | (816) 468-8767 |
| <input type="checkbox"/> | Ray County | 849 E South Street, Richmond, MO | (816) 776-3920 |
| <input type="checkbox"/> | South Kansas City | 6801 Longview Road, KC, MO | (816) 325-1000 |
| <input type="checkbox"/> | West Central MO | 124 Cunningham Parkway, Belton, MO | (816) 318-3922 |
| <input type="checkbox"/> | Project Refocus | 4743 Troost Ave., KC, MO | (816) 235-5160 |
| <input type="checkbox"/> | Platte County | 11724 NW Plaza Circle Ste. 500 | (816) 464-4620 |

DATE OF REFERRAL: _____

Certified? ? Yes ? No Date: _____ EEC Zone Resident ? Yes ? No

Comments: _____

Location: _____ Staff: _____ Agency _____